**Computer Operator Assistant**

Computer Operator Assistant, under direct supervision duties may include, but are not limited to:

* Providing the EWU community with classroom and lab support for University campuses.
* Providing prompt and courteous service to clients at the front desk and on the lab floor by making frequent rounds and staying “visible and accessible”.
* Providing excellent technical troubleshooting for client questions and problems.
* Keeping labs clean.
* Maintaining an environment conducive to learning.
* Preventing mistreatment and/or theft of equipment, supplies and facilities.
* Monitor printers/printer supplies/print queues.
* Fulfilling faculty requests for assistance with projectors, screens, lectern computers, guest computers, audio, video, podium hardware, software (e.g. all aspects of ZOOM and other types of video conferencing requests) and control panels.
* Performing other related duties as assigned or required.

This position will report to *insert department* and *insert title of supervisor/manager.*

This position will work up to 19 hours, Monday thru Friday 8-5. During Academic and Summer breaks up to 29 hours

**Required Qualifications:**

Applicants must possess excellent written and oral communication abilities.

Applicants must have the ability to respond quickly to requests for assistance at all campus buildings.

Applicants must have excellent customer service skills and friendly verbal/nonverbal demeanor interacting with faculty, staff, students, and administrators.

Applicants must have the ability to maintain composure, sense of calm, and “get’r done” attitude while assisting with and/or troubleshooting issues in a classroom full of students.

Applicants must have excellent technical troubleshooting skills for all types of classroom and lab hardware and software, including: Office, specialized class software, internet resources, advanced multimedia, video editing, and specialized apps (Adobe Photoshop, Illustrator, InDesign, Premiere Pro/Elements, Dreamweaver, and Flash).

Applicants must have the ability to personally manage higher than average stress levels during high demand requests for help.

Applicants must be able to work with others at all levels, have a professional demeanor, excellent interpersonal skills, strong communication skills, and emotional intelligence.

Applicants must be able to manage conflict, collaborate and work effectively both independently and as a member of a team.

**Student employees are subject to EWU’s employment Policies and Procedures and the EWU Student Code of Conduct. As a student employee, you are expected to adhere to both. Please be advised that violations of the EWU Student Code of Conduct may affect your employment on campus, even if the conduct occurs beyond the scope of your job responsibilities.**

**All new employees must comply with EWU immunization Policy 602-02 and provide proof of immunity or vaccination to MMR and proof they are fully vaccinated before beginning work at EWU. Waivers for the immunization requirements are available for medical or sincerely held religious beliefs.**

**This position, during the course of university employment will be involved in the receipt of, or accountability for, university funds or other items of value; as well as the unsupervised access with the developmentally disabled, vulnerable adults or children under the age of 16. The offer of employment is contingent upon successful completion and passing of a background check prior to beginning employment.**

**Salary Range A**